

North Carolina Department of Health and Human Services (DHHS)

Advanced Medical Home Technical Advisory Group (AMH TAG) Meeting #32 (Conducted Virtually) October 10, 2023, 4:00 PM ET

AMH TAG Attendees:

- North Carolina Academy of Family Physicians
- Cherokee Indian Hospital
- Mission Health Partners
- Carolina Medical Home Network
- Duke Population Health Management Office
- AmeriHealth Caritas North Carolina, Inc.
- Blue Cross and Blue Shield of North Carolina
- WellCare of North Carolina, Inc.
- CCH
- United Healthcare
- Community Care Physician Network
- Atrium Health
- Dr. Keith McCoy, DHHS Division of Mental Health, Developmental Disabilities and Substance Use Services
- Children First of North Carolina

NC DHHS Staff and Speakers Name	Title
Kristen Dubai	Chief of Population Health
Loul Alvarez	Associate Director, Population Health

Agenda

- Welcome and Roll Call (5 mins)
- Medicaid Expansion (15 mins)
- PCP/AMH Assignment: Takeaways from September 21 Meeting (20 mins)
- Sunsetting of Enhanced Medical Home PMPM for TCM-Eligible Members (5 mins)
- Questions (10 mins)
- Wrap-up and Next Steps (5 mins)

Medicaid Expansion Update

- Medicaid expansion will launch on December 1, 2023. DHHS has created a website that includes a [toolkit](#) with information on how to apply and how to talk to patients about Medicaid expansion. Toolkit materials are available in English and Spanish.
- DHB reinforced that individuals who will be eligible for Medicaid expansion coverage, but not through the family planning benefit, should apply via [ePass](#) to expedite the review process.

- DHB requested feedback from AMH TAG members on what materials the Department could develop to support providers as Medicaid expansion launches.

PCP/AMH Assignment

- DHB shared provider feedback received during a 9/21 meeting with Dr. Dowler, as well as strategies providers shared to help resolve the identified issues.
- DHB shared how the Department plans to address these issues, including:
 - Collecting a new report from PHPs showing reassignment requests received, to monitor how PHPs are addressing these requests and the timeliness of their completion;
 - Submitting Help Center tickets to address some of the issues providers raised, and conducting an audit on a sample of recent assignments to determine to what extent reassignments are deviating from the DHB-approved algorithms or otherwise creating challenges for providers;
 - Reviewing the process by which Medicaid Direct PCP change requests are monitored, noting this process is run through DSS.
- DHB confirmed they are reviewing the PCP assignment algorithm link to see if any updates need to be made in advance of Medicaid expansion launch.
- An AMH TAG member asked why assignment is a difficult issue to fix from the PHP perspective.
 - DHB shared they are hoping the new report from PHPs will speak to this question.
- An AMH TAG member asked how expansion members will be assigned to PHPs and PCPs.
 - DHB confirmed there will be no change to assignment algorithms for Medicaid expansion members and offered to share information on that topic with the group.
- An AMH TAG member shared that not all PHPs create tickets for providers to track reassignment requests, making it difficult to know what happened to the request or where it stands.
 - DHB confirmed they will check with PHPs to see what the processes are for tracking reassignment requests.
- An AMH TAG member shared a concern that if a provider ends a contract with a plan, the member will be reassigned to a new provider that may not be close to their home. The AMH TAG member suggested that the member should be able to have their plan reassigned and maintain their provider relationship in these cases.
 - DHB clarified that the managed care system does not allow for that at this time but shared that a successful strategy for continuity of care can be informing

patients well in advance of a contract ending to give them the opportunity to voluntarily switch plans to maintain their provider relationship.

- AMH TAG members shared that it would be helpful to know if 834 files would include an identifier for members assigned to an AMH/CIN as part of the expansion population and asked if NC Tracks will also contain such an indicator.
 - DHB confirmed that 834 files will have values that indicate if a member is part of the Medicaid expansion population, and that NC Tracks will show beneficiary eligibility groups, though the Department is still determining the format for that report.

Sunsetting of Enhanced Medical Home PMPM for TCM-Eligible Members

- DHB shared that medical home PMPM rates paid to AMHs for TCM-eligible beneficiaries will return to original levels as of October 1, 2023.

Discussion & Questions

- DHB requested AMH TAG member feedback on what topics they'd like to hear more about from the Department during future meetings. AMH TAG members shared the following ideas:
 - A presentation from state representatives that are working on Medicaid policies about where they see future legislation heading and get a better understanding of budget constraints.
 - Key elements of the RFP for the single statewide plan for children and youth in/aging out of foster, with a focus on contracting provisions and network adequacy
 - Bright-spot analysis of Medicaid expansion (once launched), including enrollment information
 - The future of the AMH program
- An AMH TAG member asked if the system enhancements discussed in previous AMH TAG meetings will be considered as the Department embarks on system migration.
 - DHB confirmed the suggestions will be part of the system build-out, recognizing the complexity of the work.